Filed: November 20, 2001

Page 2

Listing of Claims

1. (Previously presented) A network model for managing a service, comprising: an end service domain that associates the service with an end service provider, the end service domain comprising:

a plurality of wholesale service domains, respective ones of the plurality of wholesale service domains comprising at least one network that provides traffic transport for the end service domain;

a plurality of gateways, wherein at least a first one of the plurality of gateways couples one of the plurality of wholesale service domains to another one of the wholesale service domains and is configured to perform protocol translation on traffic passing between the coupled wholesale service domains, and wherein at least a second one of the plurality of gateways is configured to couple a user to the end service domain and is further configured to communicate with the user by a protocol associated with the service; and

a process domain that provides an abstract representation of applications provided by the end service domain;

a service management system that is communicatively coupled to the end service domain, the service management system comprising:

a plurality of software objects that represent resources in the end service domain for providing the service; and

a policy database that comprises rules for associating requirements of the service with resources in the end service domain.

- 2. (Canceled)
- 3. (Previously presented) The network model of Claim 1, wherein the requirements of the service comprises:

service requirements associated with the user.

4. (Original) The network model of Claim 1, wherein the first one of the plurality of gateways is further configured to set up internal connections in the one of the plurality of

Filed: November 20, 2001

Page 3

wholesale service domains.

5. (Original) The network model of Claim 1, wherein the second one of the plurality of gateways is further configured to analyze incoming user traffic and to segregate the incoming user traffic according to application.

6. (Previously presented) A method of managing a service, comprising:

providing an end service domain that comprises a plurality of resources that facilitate delivery of the service;

generating a service model that comprises a plurality of virtual processes and a plurality of virtual connections from the end service domain that are associated with the service;

obtaining information that specifies capabilities of the plurality of resources in the end service domain;

providing a policy database that comprises rules for associating requirements of the service with the plurality of resources; and

assigning the plurality of virtual processes and the plurality of virtual connections to ones of the plurality of resources based on the information that specifies the capabilities of the plurality of resources and the policy database.

7. (Canceled)

8. (Previously presented) The method of Claim 6, wherein the requirements of the service comprises:

service requirements associated with the user.

9. (Previously presented) The method of Claim 6, wherein generating the service model comprises:

identifying service points in the end service domain corresponding to at least one resource through which a user accesses the service and at least one resource that hosts an end

Filed: November 20, 2001

Page 4

service domain application.

10. (Original) The method of Claim 9, wherein the end service domain comprises: a plurality of wholesale service domains, respective ones of the plurality of wholesale service domains comprising at least one network that provides traffic transport for the end service domain; and

a plurality of gateways, wherein at least a first one of the plurality of gateways couples one of the plurality of wholesale service domains to another one of the wholesale service domains and is configured to perform protocol translation on traffic passing between the coupled wholesale service domains, and wherein at least a second one of the plurality of gateways is configured to couple a user to the end service domain and is further configured to communicate with the user by a protocol associated with the service.

11. (Original) The method of Claim 10, further comprising:

associating respective ones of the plurality of virtual connections with respective ones of a plurality of ordered lists of the gateways that define routes through the end service domain.

12. (Original) The method of Claim 11, further comprising:

associating respective ones of the plurality of virtual connections with respective ones of a plurality of routes within the wholesale service domains.

13. (Previously presented) A system for managing a service, comprising:

means for providing an end service domain that comprises a plurality of resources that facilitate delivery of the service;

means for generating a service model that comprises a plurality of virtual processes and a plurality of virtual connections from the end service domain that are associated with the service:

means for obtaining information that specifies capabilities of the plurality of resources in the end service domain;

Filed: November 20, 2001

Page 5

means for providing a policy database that comprises rules for associating requirements of the service with the plurality of resources; and

means for assigning the plurality of virtual processes and the plurality of virtual connections to ones of the plurality of resources based on the information that specifies the capabilities of the plurality of resources and the policy database.

- 14. (Canceled)
- 15. (Previously presented) The system of Claim 13, wherein the requirements of the service comprises:

service requirements associated with the user.

16. (Previously presented) The system of Claim 13, wherein the means for generating the service model comprises:

means for identifying service points in the end service domain corresponding to at least one resource through which a user accesses the service and at least one resource that hosts an end service domain application.

17. (Original) The system of Claim 16, wherein the end service domain comprises: a plurality of wholesale service domains, respective ones of the plurality of wholesale service domains comprising at least one network that provides traffic transport for the end service domain; and

a plurality of gateways, wherein at least a first one of the plurality of gateways couples one of the plurality of wholesale service domains to another one of the wholesale service domains and is configured to perform protocol translation on traffic passing between the coupled wholesale service domains, and wherein at least a second one of the plurality of gateways is configured to couple a user to the end service domain and is further configured to communicate with the user by a protocol associated with the service.

18. (Original) The system of Claim 17, further comprising:

Filed: November 20, 2001

Page 6

means for associating respective ones of the plurality of virtual connections with respective ones of a plurality of ordered lists of the gateways that define routes through the end service domain.

19. (Original) The system of Claim 18, further comprising:

means for associating respective ones of the plurality of virtual connections with respective ones of a plurality of routes within the wholesale service domains.

20. (Previously presented) A computer program product for managing a service, comprising:

a computer readable storage medium having computer readable program code embodied therein, the computer readable program code comprising:

computer readable program code for providing an end service domain that comprises a plurality of resources that facilitate delivery of the service;

computer readable program code for generating a service model that comprises a plurality of virtual processes and a plurality of virtual connections from the end service domain that are associated with the service;

computer readable program code for obtaining information that specifies capabilities of the plurality of resources in the end service domain;

computer readable program code for providing a policy database that comprises rules for associating requirements of the service with the plurality of resources; and

computer readable program code for assigning the plurality of virtual processes and the plurality of virtual connections to ones of the plurality of resources based on the information that specifies the capabilities of the plurality of resources and the policy database.

21. (Canceled)

22. (Previously presented) The computer program product of Claim 20, wherein the requirements of the service comprises:

service requirements associated with the user.

Filed: November 20, 2001

Page 7

23. (Currently amended) The computer program product of Claim 21 20, wherein the computer readable program code for generating the service model comprises:

computer readable program code for identifying service points in the end service domain corresponding to at least one resource through which a user accesses the service and at least one resource that hosts an end service domain application.

24. (Original) The computer program product of Claim 23, wherein the end service domain comprises:

a plurality of wholesale service domains, respective ones of the plurality of wholesale service domains comprising at least one network that provides traffic transport for the end service domain; and

a plurality of gateways, wherein at least a first one of the plurality of gateways couples one of the plurality of wholesale service domains to another one of the wholesale service domains and is configured to perform protocol translation on traffic passing between the coupled wholesale service domains, and wherein at least a second one of the plurality of gateways is configured to couple a user to the end service domain and is further configured to communicate with the user by a protocol associated with the service.

- 25. (Original) The computer program product of Claim 24, further comprising: computer readable program code for associating respective ones of the plurality of virtual connections with respective ones of a plurality of ordered lists of the gateways that define routes through the end service domain.
- 26. (Original) The computer program product of Claim 25, further comprising: computer readable program code for associating respective ones of the plurality of virtual connections with respective ones of a plurality of routes within the wholesale service domains.